



Department of the Navy Civilian Benefits Center

Benefits Information for Employees Who Change Payroll Offices

Whenever your payroll office changes you should review your first bi-weekly leave and earnings statement (LES) using the following guide to ensure correct deductions have been withheld for your elections and to avoid errors for which you could be indebted.

Program Area	Effect of Change in Payroll Office
Federal Employees Health Benefits (FEHB)	<p>Premiums for health insurance premiums should be automatically withheld from your paycheck. If not withheld, contact the Benefits Line:</p> <p>Telephone: 888-320-2917</p> <p>Hours: Monday through Friday, 7:30 a.m. to 7:30 p.m., ET</p> <p>TTY: 207-255-0123</p> <p>Email: navybenefits@navy.mil</p> <p>Web Information: http://www.public.navy.mil/DONHR/BENEFITS/Pages/Default.aspx</p>
Federal Employees Dental and Vision Insurance Programs (FEDVIP)	<p>You must contact BENEFEDS Customer Service to resume payment of FEDVIP premiums.</p> <p>Telephone: 877-888-3337</p> <p>Hours: Monday through Friday, 9 a.m. to 7 p.m., ET</p> <p>TTY: 877-889-5680</p> <p>Email: Service@BENEFEDS.com</p> <p>Web information: https://www.benefeds.com</p>
Federal Flexible Spending Account (FSAFEDS)	<p>You must contact SHPS Customer Service to resume deductions for FSAFEDS.</p> <p>Telephone: 877-372-3337</p> <p>Hours: Monday through Friday, 9 a.m. to 9 p.m., ET</p> <p>TTY: 800-952-0450</p> <p>Email: FSAFEDS@shps.com</p> <p>Web Information: https://www.fsafeds.com</p>
Federal Long Term Care Insurance Program (FLTCIP)	<p>You must contact Long Term Care Partners to resume deductions for FLTCIP.</p> <p>Telephone: 800-582-3337</p> <p>Hours: Monday through Friday, 8 a.m. to 7 p.m., ET</p> <p>TTY: 800-843-3557</p> <p>Email: info@ltcpartners.com</p> <p>Web Information: http://www.ltcfeds.com</p>
Federal Employees' Group Life Insurance (FEGLI)	<p>Premiums for life insurance should be automatically withheld. If not withheld, contact the Benefits Line.</p>
Thrift Savings Plan (TSP)	<p>Contributions for TSP should automatically be withheld. If you have a TSP loan, ensure loan payments have been withheld. If not withheld, contact the Benefits Line.</p>
Retirement	<p>Withholdings for your retirement plan (Civil Service Retirement System or Federal Employees Retirement System) are automatic. If not withheld, contact the Benefits Line.</p> <p>Since your previous payroll office sent your Individual Retirement Record to the Office of Personnel Management (OPM) Block 19 – Cumulative Retirement Total on your first LES will show only your retirement contributions for the time you are in your new payroll office. OPM maintains all of your Individual Retirement Records until you retire.</p>